

***Effective 5/10/2016***

**63A-1-111 Service plans established by each division -- Contents -- Distribution.**

- (1) Each division and each office of the department shall formulate and establish service plans for each fiscal year.
- (2) The service plans shall describe:
  - (a) the services to be rendered to state agencies;
  - (b) the methods of providing those services;
  - (c) the standards of performance; and
  - (d) the performance measures used to gauge compliance with those standards.
- (3) Before the beginning of each fiscal year, the service plans shall be distributed to each state agency that uses the services provided by that division.

Amended by Chapter 193, 2016 General Session

Amended by Chapter 298, 2016 General Session